



2nd Semiannual 2024

Children's Division Maintaining Medical Records Report

Report for July 1, 2024 – December 31, 2024

Introduction

The Department of Social Services (the Department) oversees several programs to support the general welfare of children in the State of Missouri. The Department has established the Children's Division to administer and manage the programs for children who are in the legal custody of the state. The Children's Division promotes the well-being of Missouri children by partnering with parents, family/community members and government agencies. The Children's Division has developed specific programs to provide specialized services. These programs help strengthen families through intervention, prevention, early childcare, adoption, and foster care.

Each Children's Division program is unique; however, the emphasis of this report is on the children in the "Missouri Foster Care Program." This refers to children placed away from their parents or placed in Children's Division custody for 24-hour care. A foster care program includes placements in: foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes. When children are suddenly separated from their parents or other caregivers for entrance into the foster care system, it can be a difficult and traumatic time for families. When the child is in Children's Division custody, it is in the best interests of the child for parents, resource providers, and case managers to know that child's medical history and current information and share that medical history with those individuals who are providing care. An efficient medical records system can provide the medical information needed to support proper care.

The term medical record is used to describe the systematic documentation of a child's medical history and plan of care. The medical record includes a variety of "notes" entered by health care providers. These notes include, but are not limited to: orders for the administration of drugs and therapies, laboratory test results, treatment/service plans, and observations of the child's symptoms and/or responses to treatment. The information contained in the medical record allows health care providers to assess the child's current treatments and review previous medical history. This can increase the providers' ability to prescribe safe and effective remedies. The medical record serves as the central source for planning the child's care and documenting the provision of medical services.

A medical records system may be paper or electronic. A paper medical records system consists of physical documents that are placed in a file or folder. An electronic medical records system consists of medical information entered into a computer or other digital device.

This report documents the commitment of the Children's Division to the development and operation of a statewide system to maintain medical records and/or medical information for each child in its custody. The medical records system must operate and maintain all medical records consistent with federal and state law and Children's Division policy.

To ensure the confidentiality, maintenance of, and access to a child's medical records are consistent with applicable provisions of federal and state law, Children's Division is compliant with the Department's information security system. The information security process was implemented to be in compliance with the federal Health Insurance Portability and Accountability Act and the State of Missouri's Sunshine Law requirements.

The Children's Division has placed great importance on the oversight and coordination of medical/behavioral health services provided to children in its custody. Developing, operating, and maintaining a medical records system is a vital and essential service for each child. The medical records system can provide prescribers, the child, parent(s), placement providers, and case managers with enough current and historical information to promote the effective and efficient delivery of various medical/behavioral health treatments. This report contains the Children's Division's current efforts to maintain medical records and their plans to implement a medical records system.

Current Efforts for Maintaining Medical Records

Children's Division continues to operate and maintain OnBase as the current document imaging system for medical records, with a focus on health information sharing (referred to as the Health Information Exchange) in order to aid in the collection, storage, and availability of medical information/documents.

The Show Me Healthy Kids (SMHK) portal "Envolve" has been a consistent method to obtain medical information/documents. The Envolve portal is a secure web portal where health care providers and specialty plan members can access some medical information/documents (appointments, immunizations, claims, contact/case notes), and ancillary information such as the child/youth's care plan, referrals for services or resources to meet social determinants of health. Children's Division Central Office and Health Information Specialist (HIS) staff are authorized users of Envolve. The SMHK staff can upload medical information/documents they receive into Envolve. HIS staff can pull the information/documents from Envolve and upload them into OnBase. The information/documents in the portal are available to different parties involved in the health care oversight of the child/youth. Additionally, SMHK has partnered with the HIS team to increase efforts to obtain medical information/documents. When a child/youth enters Children's Division care, SMHK staff begin collecting their historical health information. The HIS team has a designated HIS team member who is responsible for ensuring that the information is uploaded to OnBase in real-time.

The Children's Division case managers/supervisors and HIS staff utilize several electronic methods to obtain medical information/documents. Some of the methods are:

- Biscom Fax: A secure file transfer system for medical documents from various entities through digital fax
- Datavant (formally CIOX): A clinical data technology system that securely connects healthcare decision makers with patient medical records for agencies that are enrolled with CIOX Health
- health eXchange evolved (hXe): A centralized record management system that allows the submission of record requests directly to any healthcare provider
- ShowMeVax: Missouri's, Immunization Information System
- Cyber access: MO HealthNet (Missouri Medicaid) Billing Claims system

The utilization of the MO HealthNet contracted Health Information Networks (HIN) has been a valuable tool to obtain medical information/documents. The HIS staff have access to several HIN's such as Velatura, Show-Me Health Information Network of Missouri (SHINE), and the Tiger Institute for Health Innovation. The HIS staff continue to utilize these HINs to obtain/compile medical information/documents and review healthcare service claims.

The replacement of Children's Division current case management system, Family and Children Electronic System (FACES) with a new Comprehensive Child Welfare Information System (CCWIS) is ongoing. The CCWIS project has been drafted into a Request for Proposal to obtain potential bids for implementation of the CCWIS. The State of Missouri plans to continue the use of OnBase with the new CCWIS. If the selected Vendor offers, its own document management system the State will review their options between OnBase and the new system.

OnBase is the centralized statewide system used to store, review, and retrieve various documents, including medical documents. In addition to OnBase, medical information/documents may be kept in the case manager's physical case file. All Children's Division and Foster Care Case Management staff, and Residential Contractors are directed to maintain in the physical case file any medical documents received that relate to the treatment of a child/youth in foster care who has a prescription for psychotropic medications. These documents must be kept, even if the information is entered into an electronic system.

Plans to Develop a Medical Records System

There are continued conversations and planning between the Department of Social Services Children's Division and MO HealthNet Division in partnership with SMHK to discuss avenues of enhancing how medical information/documents are collected, received, and reviewed, as well as identifying additional solutions that would offer an expanded ability to compile medical information/documents electronically.

The future of OnBase with the new CCWIS depends upon the services provided by the selected CCWIS Vendor. OnBase contains a plethora of service information/documents for children/youth in alternative care, investigations, permanency, and adoption. The utilization of OnBase as the current medical records system will play significant role in the selection to continue with OnBase or select a new system.